

# LAKE HAVASU CITY, ARIZONA

## CLASS SPECIFICATION

### CLASS TITLE: Transit Operator/Dispatcher

BAND	GRADE	
NE	615	
<b>DEPARTMENT:</b> City Transit	<b>ACCOUNTABLE TO:</b> Transit Supervisor	<b>FLSA STATUS:</b> Non-exempt
<b>CLASS SUMMARY:</b> Incumbents are responsible for receiving and dispatching radio calls, answering multi-line phones, routing transit vehicles, preparing daily deposits and monitoring vehicle status; transporting passengers, receiving and dispatching radio calls and for performing routine clerical duties. Duties include: operating City transit vehicles; inspecting, cleaning and maintaining vehicles; collecting fees; receiving instructions via radio and transmitting status; assisting passengers on and off vehicles; loading and unloading items such as groceries, bicycles and packages; operating wheelchair lifts; keeping daily logs; preparing reports; and balancing operator's collection sheets;		
<b>DISTINGUISHING CHARACTERISTICS:</b> The Transit Operator/Dispatcher is the first level in a three level transit series. The Transit Operator/Dispatcher is distinguished from the Transit Lead in that the Operator/Dispatcher does not have lead responsibilities. It is further distinguished from the Transit Supervisor which has full supervisory authority.		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary. The job description does not constitute an employment agreement between the employee and the City and is subject to change as needs and job requirements change.)	FREQUENCY	
1.	Receives and dispatches radio calls; dispatches and routes transit vehicles.	Daily	
2.	Answers multi-line phones and provides information regarding the City's transit services.	Daily	
3.	Performs data entry in order to maintain records and generates reports.		
4.	Operates a City transit vehicle for the purpose of transporting passengers.	Daily	
5.	Receives instructions from the radio dispatcher in order to pickup and drop off passengers.	Daily	

# LAKE HAVASU CITY, ARIZONA

## CLASS SPECIFICATION

### CLASS TITLE: Transit Operator/Dispatcher

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary. The job description does not constitute an employment agreement between the employee and the City and is subject to change as needs and job requirements change.)	FRE-QUENCY	
6.	Assists passengers by loading and unloading items such as groceries, bicycles and packages and operating wheelchair lifts.	Daily	
7.	Inspects and maintains vehicles; cleans the interior of vehicles.	Daily	
8.	Collects and records transit fares and balances the operator's collection sheet; prepares deposits.	Daily	
9.	Provides public with information regarding directions and City services.	Daily	
10.	Completes reports related to vehicle operations and maintenance; monitors vehicles status in order to schedule preventive maintenance and repairs.	Weekly	
11.	Trains new employees	Varies	
12.	Performs other duties of a similar nature or level.	As Required	

#### **Knowledge** (position requirements at entry):

Knowledge of:

- Record keeping practices;
- Traffic and safety laws;
- Operation of a motor vehicle;
- Record keeping practices;
- City streets and business locations.

# LAKE HAVASU CITY, ARIZONA

## CLASS SPECIFICATION

### CLASS TITLE: Transit Operator/Dispatcher

**Skills** (position requirements at entry):

Skill in:

- Receiving and dispatching calls;
- Safely operating buses and/or vans;
- Preparing clear and concise reports;
- Maintaining logs;
- Reading maps;
- Using computers and related software applications;
- Computing basic mathematical computations;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

**Training and Experience** (position requirements at entry):

High School Diploma or General Equivalency Diploma (G.E.D.) and one year office experience and providing services to the general public; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**Licensing Requirements** (position requirements at entry):

Positions require:

- Valid Arizona Driver's License with Commercial endorsement and Passenger endorsement.

**Physical Requirements:**

Positions in this class typically require: stooping, kneeling, reaching, sitting, standing, walking, lifting, talking, hearing and seeing.

Incumbents may be subjected to moving mechanical parts, fumes, odors, dusts, gases, poor ventilation, extreme temperatures, work space restrictions, intense noises and travel.

Light Work: Exerting up to 40 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

**Classification History:**

Draft prepared by Fox Lawson and Associates LLC (BEO)

Date: 05/98

Rev: 06/01 (skm); 09/06 (sjp); 07/07 (jls)

Rev. 07/07